



# the wellhouse news

## WELCOME TO YOUR WINTER NEWSLETTER

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**wellhouse**  
Housing Association

Keep up to date with  
what's happening in your community.

# Message from the Chair



Welcome to your Christmas newsletter, I hope this finds you all safe and well as we prepare to leave 2020: the most unusual year most of us can remember for a long time. Much of our work we had planned this year was delayed and will be picked up as soon as possible, although our day to day services continued uninterrupted.

Reflecting on our achievements over recent times, I am delighted to recap some key issues – the amount of money we spend investing in your homes has increased by 10% year on year since 2014 as part of our commitment to ensuring money spent is kept within the homes as much as possible; our rents have been carefully benchmarked and restructured – they are comfortably lower than the Scottish average and 90% of tenants report that their rent is value for money; our customer satisfaction goes from strength to strength: see the table below; we have been accredited as a real living wage employer, a disability

committed employer and at Investors in People silver level. Our income advice officer had achieved outstanding financial gains and, most importantly, we have scored 100% in 3 areas of our customer satisfaction surveys and have had outstanding feedback from tenants.

You have my and the committee's commitment to keep this level of service delivery and value for money commitment in place, especially as we move forward with exciting plans for the Hub and Newhill's Road which I hope to update you on in our next newsletter.

In the meantime, have a peaceful festive season and we hope to see you face to face in 2021.

All the best

*Darron Brown*

Darron Brown, Chair

## Tenant satisfaction trends Wellhouse Housing Association

Question	2015	2020
Satisfaction with the overall service provided by your landlord, Wellhouse HA	78%	96%
Is Wellhouse HA good at keeping you informed about its services & decisions	90%	100%
Are you satisfied with opportunities given to participate Wellhouse's decision making processes	82%	100%
Were you satisfied with the standard of your new home when first moved in	83%	90%
Satisfaction with the quality of your home overall	73%	93%
Satisfaction with the repairs or maintenance service over last 12 months	77%	90%
Satisfaction with the management of your neighbourhood you live in	70%	100%
Does your rent for your property represents good value for money	71%	95%



# CHRISTMAS LIGHTS COMPETITION

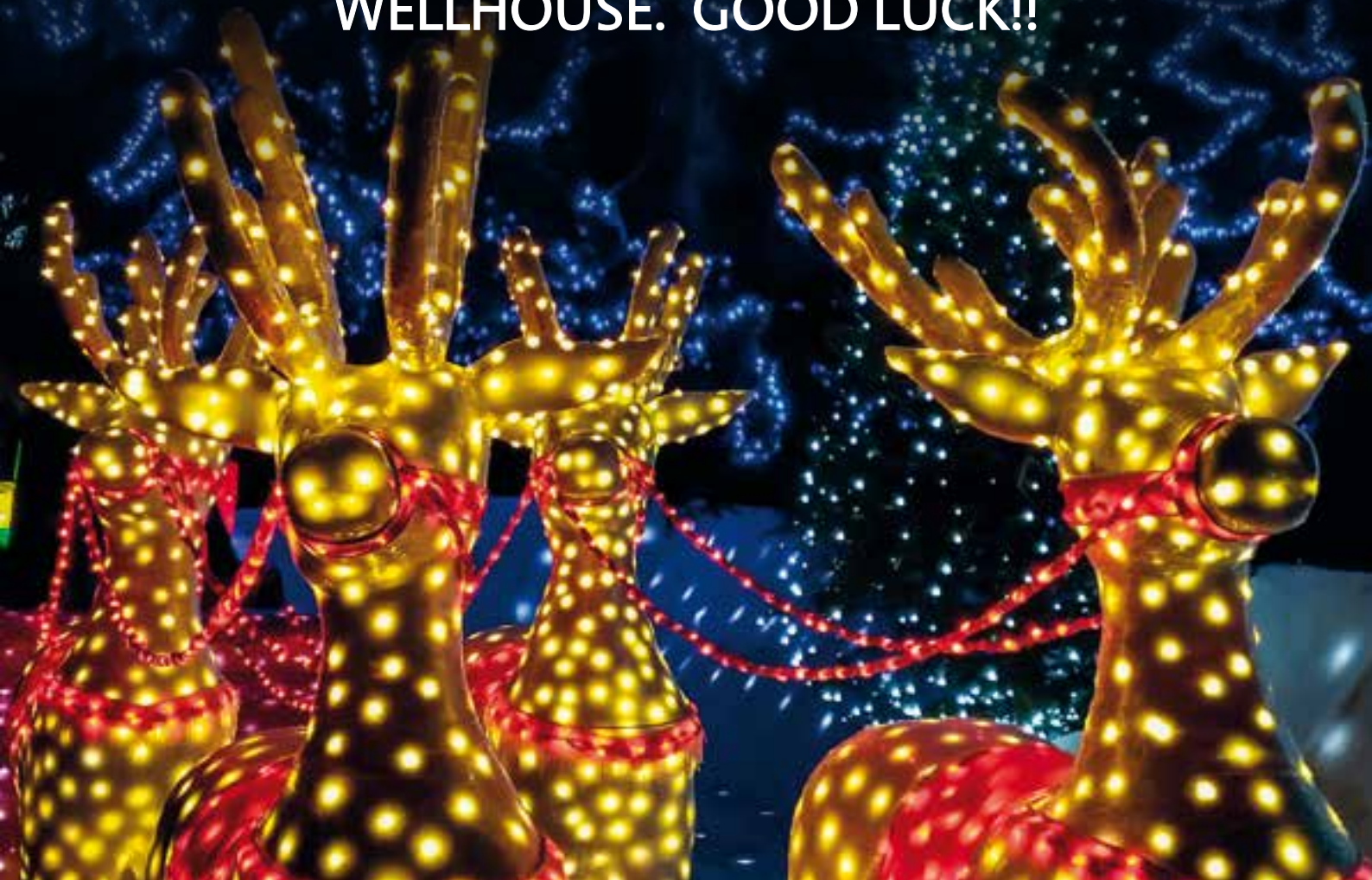
**OUR CHRISTMAS LIGHTS DISPLAY COMPETITION WILL BE RUNNING UP UNTIL THE 21ST DECEMBER 2020.**

Thank you to Cllr. Ballantyne for agreeing to be our independent judge.

Many of our residents already have fabulous lights on display. The lucky householder will be contacted before we close for the Christmas holidays and they will receive a £50.00 Gift voucher.

We had hoped to announce the winner in this winter newsletter; however due to print and mailing deadlines we were unable to do so. Look out for the announcement on our website and an article in the spring newsletter.

**LET'S BRING SOME CHRISTMAS CHEER TO WELLHOUSE. GOOD LUCK!!**



# ANNUAL ASSURANCE STATEMENT

From 2019 on an annual basis between April to October Wellhouse Housing Association is expected to submit an Annual Assurance Statement to the Scottish Housing Regulator and make a copy of this available for our tenants. In 2020, the submission date was by 30 November 2020.

The statement is our way of informing the Scottish Housing Regulator whether we comply with all the relevant regulatory and legislative requirements of a Registered Social Landlord.

There are three potential statements and the following outlines what each means:

Status	What this means
<b>Compliant</b>	The RSL <b>meets the Standards</b> of Governance and Financial Management and regulatory requirements.
<b>Working towards compliance</b>	The RSL does not meet the Standards of Governance and Financial Management and regulatory requirements, and it is working to achieve compliance.
<b>Statutory action</b>	The RSL does not meet the Standards of Governance and Financial Management and regulatory requirements, and the Scottish Housing Regulator is using their statutory powers to address the non-compliance.
(Under Review) means: The Regulator has identified or received information that means they are reviewing the regulatory status of the RSL and they will update the regulatory status as soon as the review is complete.	

## Assurance Statement 2020

### Wellhouse Housing has appropriate assurance that we:

- Comply with the regulatory requirements as set out in Chapter 3 of the Regulatory framework
- Comply with the standards and outcomes in the Scottish Social Housing Charter for tenants, people who are homeless and others who use our services
- Comply with relevant legislative duties
- Comply with the Scottish Housing Regulator's Standards of Governance and Financial Management
- The Association's Management Committee assesses compliance against these requirements on a quarterly basis and considers detailed evidence, together with customer feedback, as part of this assessment. This evidence bank, based upon an excel toolkit with hyperlinks, is held in digital form in the office of Wellhouse Housing Association.

In order to remain compliant, the Association will be focusing on the following areas during the coming year:

- Continually improving standards of customer satisfaction and participation, beyond the governing

body and Customer Opinion Panel level.

- Working toward full compliance with human rights and equalities requirements by 2021, particularly in relation to data collection.
- Mitigating the impact of welfare reform and ensuring high levels of rent collection;
- Carrying out a risk assessment in relation to the impact of Covid 19 pandemic, specifically in relation to rent arrears and cost/availability of component parts and contract duration/ capacity due to physical distancing requirements.

The governing body does not deem these to be material non-compliance issues and we are therefore confident that we are **compliant** with the standards noted above. This Assurance Statement was approved by the Association's Board at its meeting on 24 November 2020.

Signed by:

*Darron Brown*

Darron Brown, Chair



## DO YOU NEED INTERNET ACCESS?

**If you don't have access to internet at home or you have internet access but don't have access to a suitable device, Wellhouse Housing Association may be able to help you.**

We have a lending library of tablets available for our tenants, the tablets have a 10-inch screen and come with internet access.

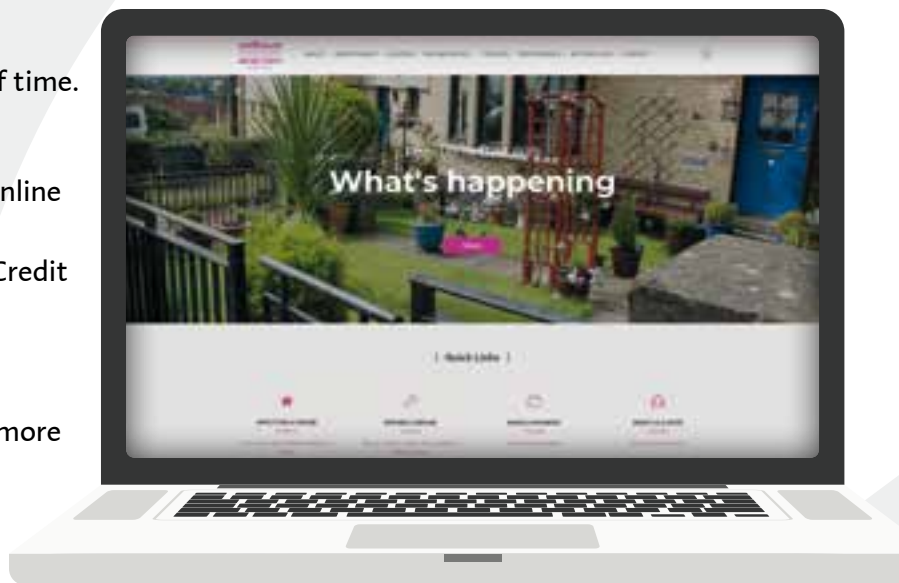
You can borrow a tablet for an agreed period of time.

You can use the tablet for things like:

- Keeping in contact with family and friends online
- Using online shopping/ Prescription services
- Accessing online benefits such as Universal Credit
- Job searching
- Accessing digital courses
- Accessing coursework or homework
- Learning how to use social media and much more

We may also be able to help those living alone with no access to a mobile phone.

**For more information contact the office on 0141 781 1884. Monday to Thursday 9am to 5pm and Friday 9am to 4.30pm.**



## Warm home discount schemes are now open for 2020 to 2021

**You could get £140 off your electricity bill for winter 2020 to 2021 under the Warm Home Discount Scheme. The 2020 to 2021 scheme opened on 12 October 2020.**

The money is not paid to you - it's a one-off discount on your electricity bill, between September and March. You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. Contact your supplier to find out more.

If you are receiving benefits or are on a low income you may be eligible to apply.

Not all energy suppliers take part in the scheme, so please check directly with your energy supplier.

The discount will not affect your Cold weather payment or Winter Fuel payment

Further information & eligibility criteria can be found at: <https://www.gov.uk/the-warm-home-discount-scheme>

**For more information contact the office on 0141 781 1884. Monday to Thursday 9am to 5pm and Friday 9am to 4.30pm.**

## Benefit assistance & crisis support

If you find yourself in a financial crisis due to the Coronavirus outbreak please contact our Income Advice Officer, Laura Reilly on 0141 781 1884.

We can still offer you telephone appointments or email advice and support to:

- Check benefit entitlement and apply for relevant benefits

- Assist with form filling
- Apply for crisis support and refer to local support agencies, including local foodbanks.
- Provide benefit advice and appeal representation.

For more information contact the office on 0141 781 1884. Monday to Thursday 9am to 5pm and Friday 9am to 4.30pm.



*Laura Reilly*  
Laura Reilly,  
Income & Advice Officer

## New Grant for those self-isolating on a low income

**People on low incomes may be eligible to receive a new £500 grant if asked to self-isolate.**

The new Self-Isolation Support Grant will help those who would lose income if they needed to self-isolate, such as those unable to carry out their work from home.

This grant is for those who will face financial hardship due to being asked to self-isolate and will be targeted at people who are in receipt of Universal Credit or legacy benefits.

To be eligible for the grant you must:

- Have been asked to self-isolate by Test & Protect Scotland.
- Be able to prove you have lost income due to self-isolation.
- Be in receipt of a qualifying benefit such as Universal Credit, housing benefit or working tax credits.

Applications can be made by contacting the Scottish Welfare fund on 0141 276 1177 and selecting option 1. Opening times are Monday to Friday 9am to 5pm.

**(Hours of business may vary over Christmas Holidays)**

Applications can be made online by visiting <https://www.glasgow.gov.uk>

## New £10 child payment for children under six

The new £10 Scottish Child Payment opened for applications in November with payments to start from the end of February.

Low income families on certain tax credits or benefits with a child under six will be able to apply for a payment of £10 per child, per week to assist with living costs.

Applications can be made online at <https://www.mygov.scot/scottish-child-payment/how-to-apply/> or by calling Social Security Scotland free on 0800 182 2222, The opening times are Monday to Friday 8am to 6pm.

For further information visit <https://www.mygov.scot/scottish-child-payment> or contact our Income Advice Officer – Laura Reilly on 0141 7811884.

# What to do in a

## Frequently asked questions

**What can I do if I run out of electricity or gas and don't have any money to top up?**

- Contact your energy supplier, they may be able to provide you with credit until you can top up. The credit normally has to be paid back.
- Contact our office on 0141 781 1884 we may be able to assist you to apply for crisis support and refer you to local support agencies, including local foodbanks.
- Contact the Glasgow City Council Scottish Welfare Fund. If you find yourself in financial crisis and need to access a crisis grant for essential items such as food, electricity or gas, contact the Scottish Welfare fund on 0141 276 1177 selecting option 1. Opening times are Monday to Friday 9am to 5pm. (Hours of business may vary over Christmas Holidays) Applications can be made online 24 hours per day by visiting: <https://www.glasgow.gov.uk>
- Contact the Scottish Citizens Advice Helpline, the helpline is available Monday to Friday 9am to 5pm on 0800 028 1456. (Hours of business may vary over Christmas Holidays)

**What can I do if run out of food and don't have any money left to buy more?**

- Contact our office on 0141 781 1884 we may be able to assist you to apply for crisis support and refer you to local support agencies, including local foodbanks.
- Contact the Glasgow City Council Scottish Welfare Fund. If you find yourself in financial crisis and need to access a crisis grant for essential items such as food, electricity or gas, contact the Scottish Welfare fund on 0141 276 1177 selecting option 1. Opening times are Monday to Friday 9am to 5pm. (Hours of business may vary over Christmas Holidays) Applications can be made online 24 hours per day by visiting: <https://www.glasgow.gov.uk>
- You normally need to be referred to a foodbank by a referring agency such as Wellhouse Housing Association. If referring agencies are closed, you can contact a local foodbank directly by visiting <https://www.trusselltrust.org/get-help/find-a-foodbank/>
- Contact the Scottish Citizens Advice Helpline, the helpline is available Monday to Friday 9am to 5pm on 0800 028 1456. (Hours of business may vary over Christmas Holidays)





# financial crisis

## What can I do if I need help when self-isolating?

If you have enough money to buy food but cannot get it due to self-isolation you could:

- Ask friends or family to buy food and leave it at your door
- Buy shopping online
- If you don't have support to help you get the essential things you need, you can call the National Assistance Helpline on 0800 111 4000, or contact via textphone on 0800 111 4114 Monday to Friday 9am to 5pm (Opening hours may vary over Christmas Holidays) The helpline is only for people with no access to other support.

## If you are self-isolating and don't have enough money to buy food you can:

- Contact our office on 0141 781 1884 we may be able to assist you to apply for crisis support and refer you to local support agencies, including local foodbanks.
- Contact the Scottish Citizens Advice Helpline, the helpline is available Monday to Friday 9am to 5pm on 0800 028 1456. (Hours of business may vary over Christmas Holidays)
- If referring agencies are closed, you can contact a local foodbank directly by visiting <https://www.trusselltrust.org/get-help/find-a-foodbank/>
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## Trussell Trust Local Foodbanks

If you need a foodbank voucher, you should always contact a referring agency in the first instance. Wellhouse Housing Association are a referring agency and can provide you with a foodbank voucher. The Citizens Advice Bureau can also refer you to a local foodbank.

If referring agencies are closed, you can contact a local foodbank directly by visiting <https://www.trusselltrust.org/get-help/find-a-foodbank/>

### Glasgow NE local Foodbanks

Calton Parkhead Parish Church  
142 Helenvale Street  
Parkhead  
Glasgow  
G31 4NA

Open Monday, Wednesday and Friday 2-4pm  
(Opening hours may vary over the Christmas holidays)

Blairtummock Community Hall  
45 Boyndie Street  
Easterhouse  
Glasgow  
G34 9JL

Open Thursday 2pm to 4pm  
(Opening hours may vary over the Christmas holidays)

# Looking after your mental health during COVID-19

The Scottish governments “clear your head” campaign highlights practical things you can do to look after your mental health and wellbeing while continuing to stay at home. Visit <https://clearyourhead.scot/> for tips resources and support.

If you need to talk someone about your mental health you can contact:

- NHS 24 on 111  
Monday to Sunday 6pm to 2am.
- Breathing Space on 0800 83 85 87  
Weekdays Monday to Thursday 6pm - 2am.  
Weekends Friday 6pm – Monday 6am
- Samaritans on 116 123 Free from any phone.  
Open 24 hours a day 365 days a year.



## Useful contacts over the Christmas Holidays

### Citizens Advice Bureau Easterhouse (CAB)

Citizens Advice Bureau Easterhouse (CAB)  
46 Shandwick Square  
Glasgow  
G34 9DT.

CAB Easterhouse are offering telephone (0141 771 2328) and email (adminuser@easterhousecab.casonline.org.uk) appointments only due to the Coronavirus. (Hours of business may vary over Christmas Holidays)

Visit <https://www.cas.org.uk/bureaux/glasgow-easterhouse-citizens-advice-bureau> for further information

### The Scottish Citizens Advice helpline

The Scottish Citizens Advice Helpline is available Monday to Friday 9am to 5pm on 0800 028 1456. (Hours of business may vary over Christmas Holidays)

### Glasgow City Council Scottish Welfare Fund

If you find yourself in financial crisis and need to access a crisis grant or a Self-Isolation payment you can contact the Scottish Welfare fund on 0141 276 1177 selecting option 1. Opening times are Monday to Friday 9am to 5pm.

(Hours of business may vary over Christmas Holidays)

Applications can be made online by visiting <https://www.glasgow.gov.uk>



# Child Winter Heating Assistance Fact Sheet



## What is Child Winter Heating Assistance?

It is a £200 payment to help families of disabled children and young people with fuel costs.

## Who gets Child Winter Heating Assistance?

Children and young people who receive the highest rate care component of Disability Living Allowance for children at least one day between Monday 21 September 2020 and Sunday 27 September 2020.

## What if there is more than one child eligible per household?

The payment is made per individual rather than per household, meaning each eligible child in the household will receive a payment.

## Do clients need to apply?

No. In the vast majority of cases it will be made automatically by Social Security Scotland using information provided by the Department for Work and Pensions (although we may need to contact some families to check the information we have).

## How will the client find out if they qualify?

Clients will get a letter in advance of the payment. This will let them know that they will be receiving a payment and telling them why.

## What if someone's Disability Living Allowance for children is backdated to the qualifying week?

Clients who are awarded a backdated payment of the higher rate care component of Disability Living Allowance for children at a later date for the qualifying week will also be eligible for a backdated payment of Child Winter Heating Assistance. Eligible clients will need to contact Social Security Scotland to let us know so that we can process the Child Winter Heating Assistance payment.

## When will the payment be made?

Payments will be made from Friday 27 November. We will be making payments in batches and everyone should get their Child Winter Heating Assistance by Friday 11 December.

## How will payment be made?

The payment will be made to the same account as the clients Disability Living Allowance for children payment, which will usually be the account of a parent or carer on behalf of the child. Where the young person is over 16 and responsible for their own finances, the payment will be paid directly to them unless the young person has an appointee.

## Do I need to provide evidence or receipts?

No, clients do not need to provide

evidence that the money was spent on fuel bills.

## How often do you get this?

People will get this payment annually, as long as they remain eligible.

## What if the child lives outside of Scotland?

If the child gets the highest rate care payment of Disability Living Allowance for children and lives in an EU country where the average winter temperature is not higher than the UK winter temperature, they may be eligible. They will need to apply for this payment and they will be required to provide evidence of a genuine link to Scotland.

## Do clients have the right to request a re-determination or appeal?

If a client or their appointee is unhappy with a decision, they should ask Social Security Scotland for a re-determination. For example, a client may want us to look at the decision if they do not think the child is eligible for this payment. Social Security Scotland aims to carry out a re-determination within 16 working days of being informed of that request. If a

client or their appointee is unhappy with a re-determination, they can appeal to the First-Tier Tribunal for Scotland within 31 days of that decision.



## Help at every step

### Scottish Child Payment, Best Start Grant and Best Start Foods



**0800 182 2222**

**mygov.scot**

#### What is Best Start Foods?

Best Start Foods is for pregnant women and families on certain benefits and tax credits.\* The payment is made onto a card and can be used to help buy healthy foods, as well as milk and first infant formula. The card works like a bank card. It can be used to pay for food in supermarkets and local food shops, as long as they have a card reader. It's contactless and can be used online.

#### How much do you get?

- For the duration of your pregnancy to when your child is born, you'll get £17.00 every four weeks.
- From birth to when your child turns one, you'll get £34.00 every four weeks.
- From one until your child turns three, you'll get £17.00 every four weeks.

#### Who can get it?

You can apply for Best Start Foods if you are pregnant or the parent or carer of a child.\*\*

If you are under 18, you may be eligible for Best Start Foods during pregnancy and up until your child turns one without having to be on any benefits.

**\*\*Income support, Income-based Job Seekers Allowance, Income-related Employment and Support Allowance, Child Tax Credit (CTC) up to a maximum income of £16,190 per annum, Universal Credit (UC) with an income limit of £610 per month, both maximum Child Tax Credit and maximum Working Tax Credit and income under £7,320, or the four week run, Pension Credit, Housing Benefit – weekly income of £311 and under.**

#### What is Scottish Child Payment?

It is a new payment of £40 paid every four weeks for each eligible child under six. We are taking applications now before the benefit starts on 15 February 2021. We are encouraging parents to beat the rush as we expect a huge demand. You can apply for the Scottish Child Payment, together with Best Start Grant and Best Start Foods, on a combined form.

#### What is the Best Start Grant?

It is a package of three one-off payments to help at key stages of a child's life. Each payment gives extra money to parents and carers who get certain benefits or tax credits\* at key stages of a child's life.

#### What are the three payments?

- Pregnancy and Baby Payment is £600 for a first child and £300 for other children. You can apply from when you are 24 weeks pregnant up until the baby is six months old.

- Early Learning Payment is a £250 payment made when the child is between the ages of two and three years and six months.
- School Age Payment is a £250 payment made around the time a child normally starts Primary 1.

#### Who can get it?

You can apply if you live in Scotland whether you are in work or not. You may be eligible if you are the parent or carer of the child and get certain benefits or tax credits.\*

\*Universal Credit (UC), Income Support, Income-based Jobseeker's Allowance, Income-related Employment and Support Allowance, Pension Credit, Housing Benefit, Child Tax Credit (CTC) and Working Tax Credit. You don't have to be getting one of these if you are under 18, or are aged 18 or 19 and are dependent on someone like a parent or carer who is claiming benefits or tax credits for you.



#### I have more than one child

If you have more than one child, please enter the details of all your children when applying for any of our parental benefits, as we will automatically check what other parental benefits you may be eligible for when processing your application.

Remember, you will need to apply at each key stage in your child's life - you won't automatically get the next payment.



#### How do I find out more and apply?

Visit **mygov.scot/beststart** to apply online, or call our freephone helpline on **0800 182 2222** to apply over the phone or to get a paper application form.

Text Relay Service:  
18001 +0300 244 4000  
(for the hard of hearing)

British Sign Language users: [contactscotland-bsl.org/device-direct/](https://contactscotland-bsl.org/device-direct/)

**f** Social Security Scotland

COMMS/SCP Best Start Foods/1 Oct 2020



This information can be provided in alternative languages or formats by calling 0800 182 2222.

# TENANT CONSULTATION

## Proposed Rent Increase 2021/22



Wellhouse Housing Association started the process of looking at our budgets for 2021/22 in November 2020. It is essential when setting our budget that we cover our existing and expected costs. Given rent is our main source of income it is important that we review rental charges to ensure we meet our budgeted costs.

After careful consideration, our Management Committee are proposing for 2021/22 a rent increase of 1.7%.

Wellhouse have made our proposal based on our Business Plan which suggests that a 1.7% rent increase is required to ensure that we meet the requirements of the Business Plan including investment in our stock and maintaining and developing our services to tenants.

This proposed increase is calculated by using October CPI (0.7%) + 1%, which is consistent with our Business Plan projections. This level of increase will generate an additional £56,158 of rental income and will allow Wellhouse to be able to meet all increased costs being passed on by its suppliers.

Failure to do so would result in Wellhouse not being able to meet all of its obligations currently included in the Business Plan. For example, we would be unable to carry out all of our planned investment, if the proposed increase was not applied.

We believe this increase will allow us to maintain our current level of service whilst ensuring that tenant's rents are kept affordable.

If agreed, the increase would take effect from 1st April 2021.



### Carol Hamilton

Carol Hamilton  
HOUSING & CUSTOMER SERVICES MANAGER



## Consultation Requirements

The Association is required to consult annually with its tenants over any rent change proposals.

Given the current challenges, with our offices remaining closed due to Government restrictions arising from the current health pandemic, we will be unable to meet with you or discuss our proposals in person with you this year.

However, we have put in place a range of alternative methods to allow you to have a say on our proposals:

- Within this newsletter we have included a survey form for you to complete and return to us by post. You can post it into the box attached to the gates at The Hub if you prefer
- For those who prefer to communicate with us by text we will issue a short survey for you to complete
- For those who prefer using e-mail the survey will be sent to you for return to the e-mail address we have recorded for you
- In addition, the survey will be available on line at <https://www.surveymonkey.co.uk/r/ZK5LPLQ> for you to complete
- You can telephone us and leave your comments – staff are working from home at present but you can contact your Housing Officer

**Please note surveys must be returned to us by Friday 8th January 2021.**

## Please let us know your thoughts

Please take the opportunity to return a survey with your views to us, using the method most suitable to you.

Please also be assured that your views are important to us. Rent levels obviously affect all of our tenants, which is why we need as many of you as possible to take the time to respond.

Your responses will be considered by the Management Committee prior to a final decision being made on this matter.

To help you do so we have provided further information on how we spent your rent money last year, our investment plans and information to let you see the likely impact on your household finances and how we compare with other landlords.

**All surveys that are returned will be entered in to a free prize draw and 2 lucky winners will receive a £25 voucher**

## Value for Money

Did you know that last year 90.3% of tenants surveyed told us that rents are good value for money? This was an improvement from the year before when 83% told us our rents represented good value for money.

We continue to make significant efforts to reduce our costs and ensure our expenditure is controlled. We continually review our contracts and tendering processes to ensure we tightly control our costs.





## What does this mean for my rent?

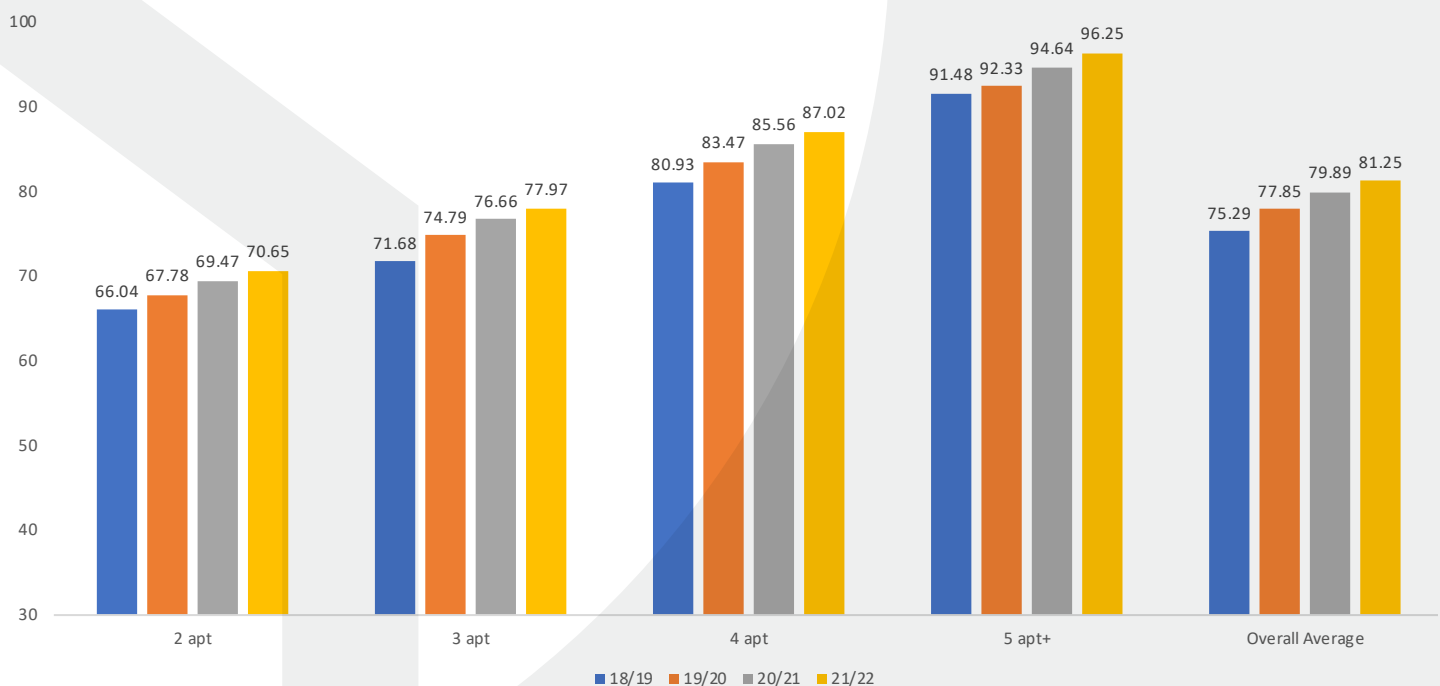
The following table indicates how a 1.7% rent increase would affect the average monthly rent:

Property Size	Average Monthly Rent 2020/21	Average Monthly Rent 2021/22 (based on proposed 1.7% uplift)	Monthly Increase
2Apt	£301.03	£306.15	£5.12
3Apt	£332.21	£337.86	£5.65
4Apt	£370.76	£377.07	£6.31
5Apt+	£410.10	£417.07	£6.97

Please note that these averages are based on the range of existing monthly charges per apartment size, so may not match the rent you will have to pay.

## How has the rent increased in recent years?

Wellhouse HA Average Rents



Figures for previous years based on actual increases, 21/22 is a projection based on proposed increase.

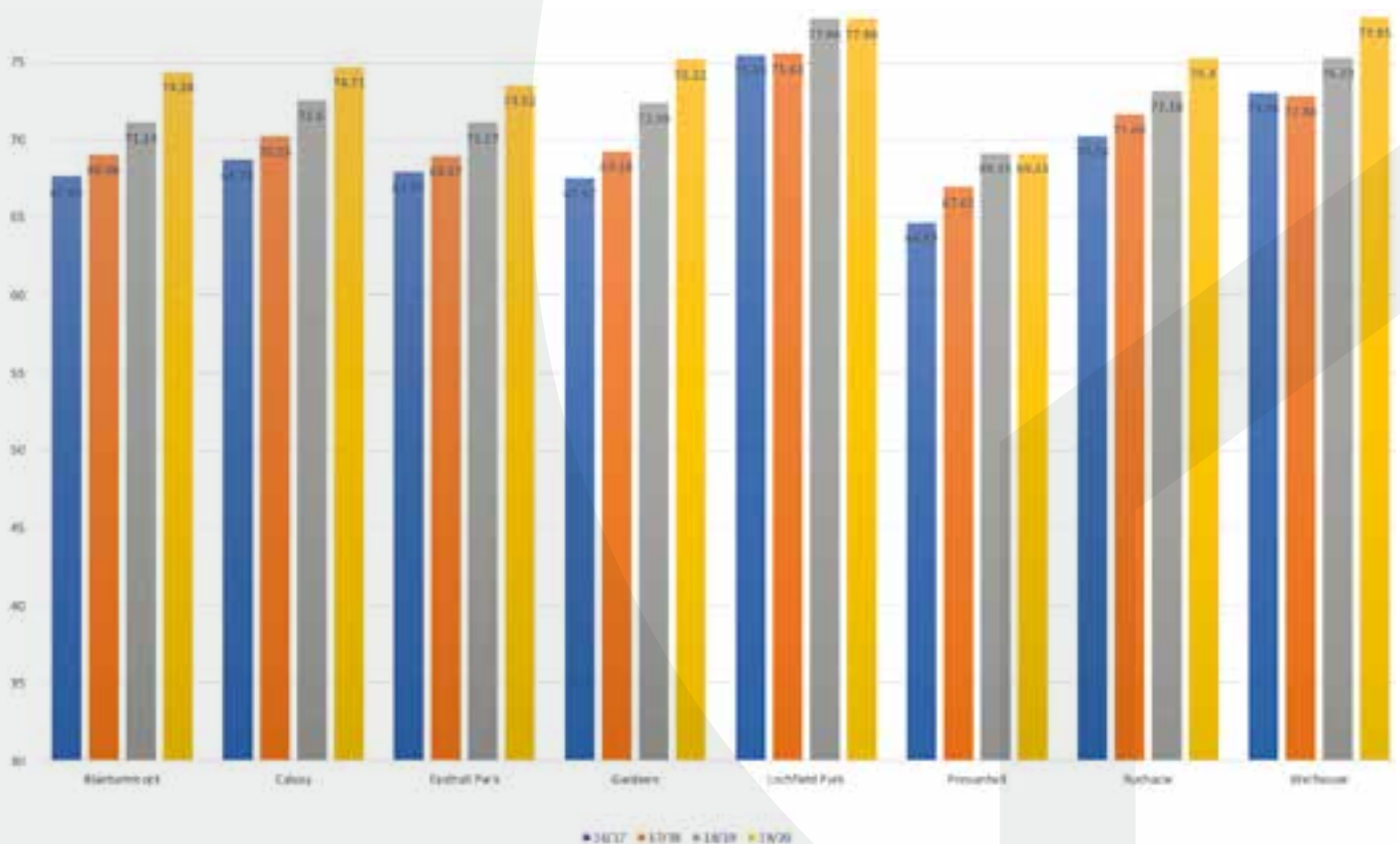
## How our Rent Increase Compares

Wellhouse has undertaken a comparison exercise with other Housing Associations and has found that many of them have proposed rent increases in relation to what their Business Plan requirements are, some use the Consumer Prices Index (CPI) as their measure of inflation, whilst others use the Retail Prices Index (RPI). For

example: Ruchazie are also considering a 1.7% increase while Calvay is considering 3 options of 0.5%, 1.5% and 2% as they progress with a rent harmonisation process. Blairtummock are not proposing a rise due to working through their own rent harmonisation process.

## Local Comparisons

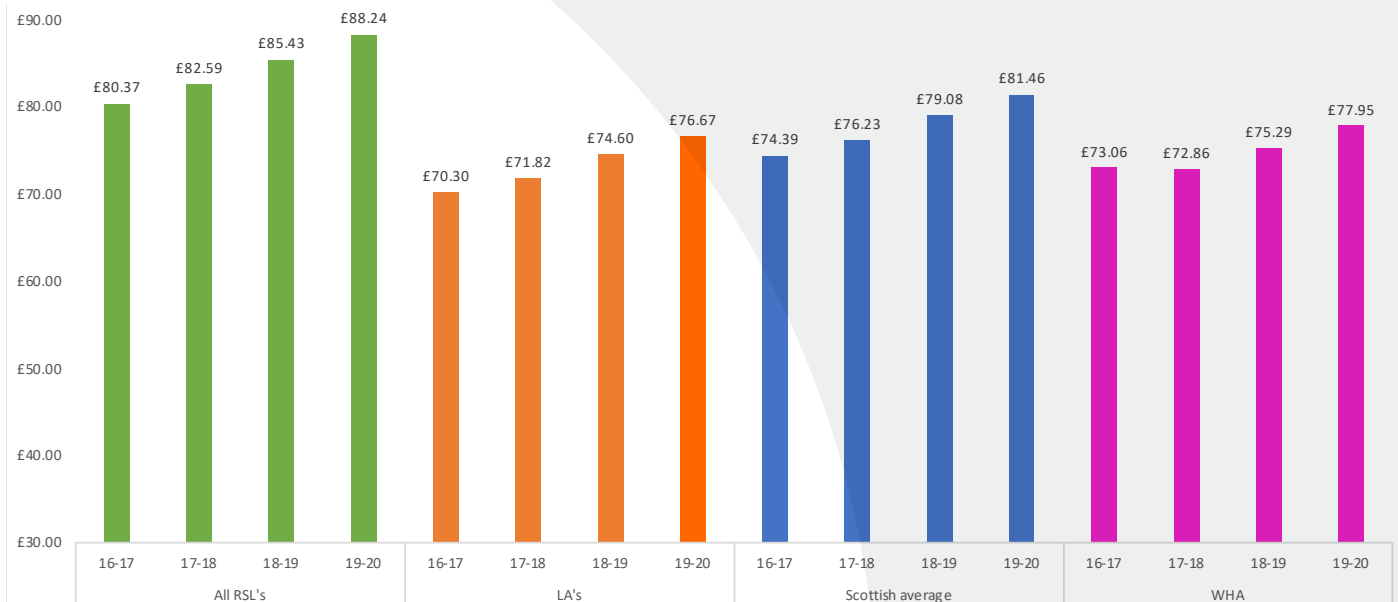
### Comparison with Local RSLs



Please note a number of factors will impact on these figures including the average size of stock, type of stock and how an organisation sets its rents. As noted above a few local organisations are currently undergoing a rent harmonisation exercise.

## National Comparisons

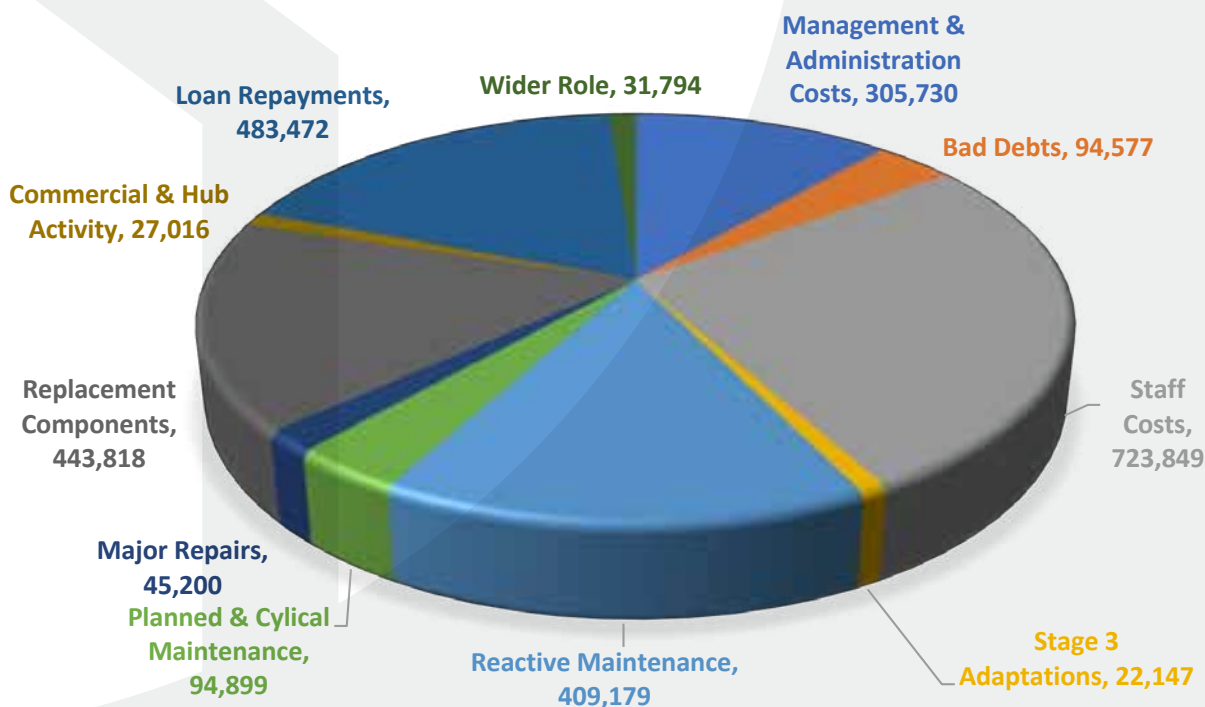
### Average Weekly Rents Comparison



As you can see from the above graph Wellhouse Average weekly rents (£77.95) are lower than the average of all RSL's in Scotland (£88.24) and very similar to council rents (£76.67). Overall, we are £3.51 lower than the Scottish Average. Please note 2019/20 are the latest available figures.

## National Comparisons

Last year's expenditure is shown below.



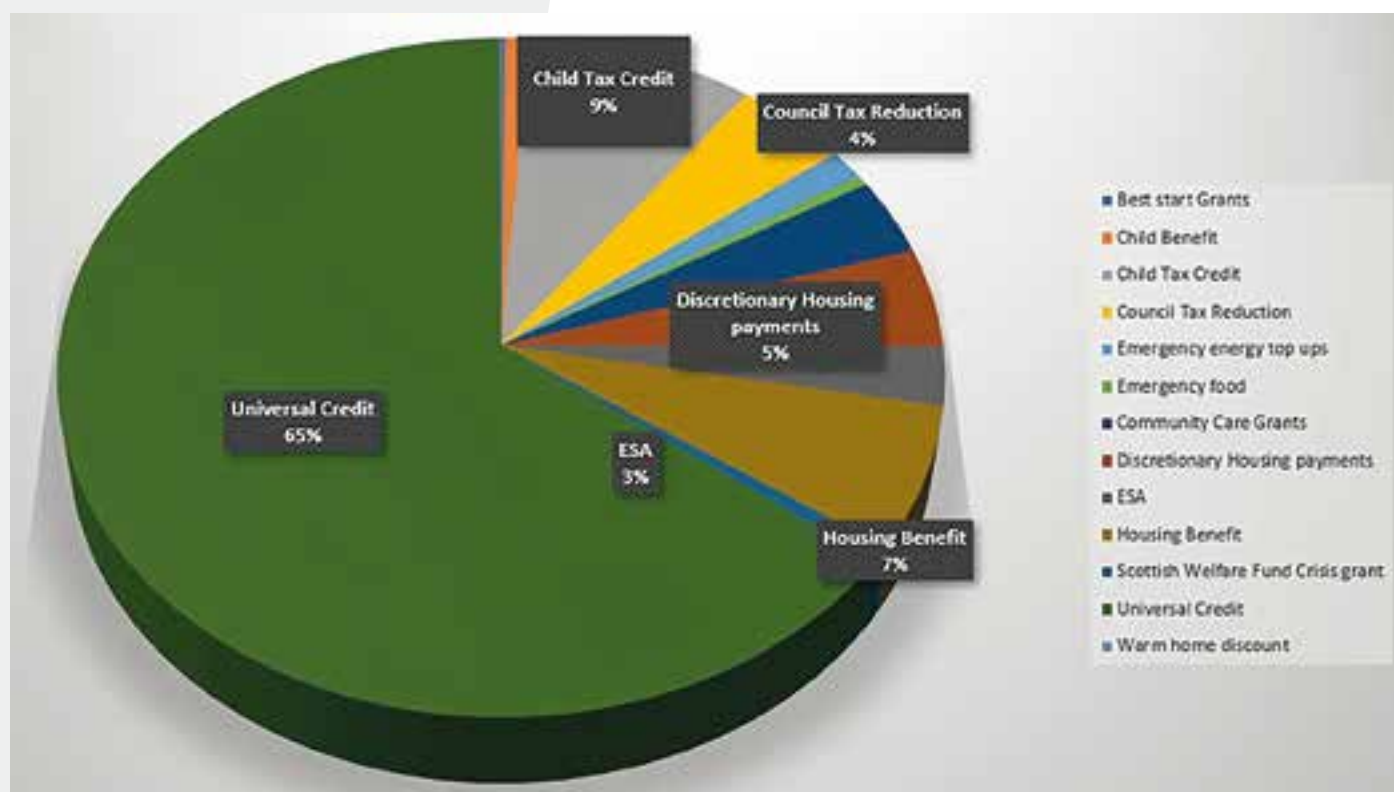


## Our Income Advice Service

### April to November 2020

- The Income Advice Officer assisted 114 tenants with benefit & crisis enquiries from April to November 2020
- Our Digital Support project has given digital access & internet access to 38 people within the community. We are continuing to provide digital access and internet access over Christmas & New Year
- We supported 54 households in crisis within the community to access emergency energy top ups worth £2223.13
- We provided emergency food parcels worth £400 to people in our community with the help of the STV Children's appeal and National Emergencies Trust Campaign
- We supported 91 households to access emergency energy top ups and emergency food
- Total Income Advice Financial gains for the period April to November 2020 are £152,258.10

### Income Advice April to November 2020



## Our Investment Priorities for 2021/22

We have invested £3,937,679.00 in our properties in the last 5 years and next year we are planning to replace:

- 35 Kitchens
- 39 Bathrooms
- 25 Boilers

## RENT INCREASE CONSULTATION FOR 2021/11 - SURVEY RETURN

Listening to customers has always been important to us. Your feedback will be used to assist our Management Committee to set next year's rent increase.

If you complete this survey and provide your details below you will be entered into a free draw which could win you one of two £25 vouchers.

Name

Address



Postcode

### Question 1:

Do you believe your rent represents value for money?  
(please tick)

YES

☐

NO

☐

### Question 2:

Do you agree with the proposed 1.7% increase from 1<sup>st</sup> April 2021?  
(please tick)

YES

☐

NO

☐

### Question 3:

Do you have any other comments on the rent increase proposals that you wish us to consider?

Please note surveys must be returned to us by **Friday 8th January 2021**

Thank you for taking the time to complete this survey



# Over the winter

## Leaks and how to prevent them

If you live in a flat there is always a possibility of getting a leak from above, either from the roof damaged by a storm, or faulty plumbing; however, a common source of water going down to the flat below is where a resident leaves a tap on at the bath, wash hand basin or kitchen sink which then overflows. So always remember to turn off taps before you leave your home, even if

only nipping out for a pint of milk.

Another source of leaks are faulty washing machines and their connections. For existing washing machines check that all connections are tight on a regular basis, and before using a new washing machine make sure that all connections are tight.



*Bill Black*

Bill Black – Assets & Maintenance Manager

## Frozen pipes

When temperatures drop there is a possibility that pipes will freeze. If the temperatures remain below 0 °C freezing for 2-3 days, it is likely that pipes will freeze and burst when the temperature rises. To prevent frozen pipes, keep your heating on. It does

not need to be at a high temperature, an average temperature of 5 degrees will stop your pipes from freezing. Turn your thermostat down low but keep your heating on until the outside temperature rises above freezing.



## Minimising the damage from a burst pipe!

If your pipes burst then your priority must be to minimise any damage from escaping water. You can do this by undertaking the following actions:

1. Switch off any water heaters or boilers.
2. Turn off the main stopcock.
3. Contact the Association's emergency contact number.
4. Collect as much water as possible in buckets, baths and containers as this water can be used to flush the toilets. Do not use the water to drink or cook with.

**Do not touch any wet electrical fittings.**



# Winter months

## Fire Safety

### Common Close and Stairway

Many of you may be aware of a recent fire in one of the Association's closes. Thankfully, nobody was injured. All flats were undamaged but the close itself needs extensive repairs. All residents are reminded that the Common Close is not an extension

of your home to store items. Please ensure that bikes, prams, household rubbish and any other items are not stored within the common close. Primarily this is to ensure a clear escape route in the event of a fire (see Fire Safety Guidance below).



## The close is your only way of escape in the event of a fire.



Have you ever thought what you would do if fire were to break out in your close? It may not necessarily be in your flat! A fire started in a common close could kill you and your family. Even a small bag of rubbish can create enough smoke to fill a whole close. Items left in a close are often deliberately set on fire.

### Keep it clear

- Get rubbish, old furniture, etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local Council

### If fire does start

- Keep doors closed to prevent smoke filling your house
- Dial 999 and ask for the Fire and Rescue Service, giving as much information as you can

For free home fire safety advice  
**CALL 0800 0731 999**  
or visit our website at  
**[www.firescotland.gov.uk](http://www.firescotland.gov.uk)**



**SCOTTISH**  
**FIRE AND RESCUE SERVICE**  
Working together for a safer Scotland



# Celebrate the Festive Season Safely

## Be safe and enjoy your Christmas and New Year.

- Ensure that exit door keys are kept readily available and/or exit doors can be opened from the inside in the event of fire or emergency.
- Take care of older people, children and those who may find it difficult to react quickly and safely if there is a fire.
- Check your smoke alarm weekly and report any faults immediately
- Make sure your family and/or visitors know what action to take in the event of fire or actuation of smoke/heat alarms.
- Smoking is the main cause of death from fire in the home. If people are smoking in your home provide a sufficient number of ashtrays.
- Stub out cigarettes properly – make sure there's no smoke.
- Pour water on cigar and cigarette ends before putting in a bin.
- Consuming even a moderate amount of alcohol can greatly increase the risk of fire and injury.
- Leaving cooking unattended or being distracted while cooking is the most frequent cause of fire in the home. Never cook hot food while under the influence of alcohol or drugs.
- Make sure your festive lights conform to British Standards and are always switched off when going to bed or leaving your house or flat.
- Never overload electrical sockets.
- Make sure the fuse in the plug of any electrical appliance is the correct rating.
- Keep festive decorations away from lights and heat.
- If celebrating with fireworks remember that they are explosives. Store them safely out of the reach of children and always follow the fireworks code.

Christmas is a special time for celebration and should not end in tragedy because of the extra hazards that are present at this time of year. So, when you're 'decking the halls' please follow our simple advice and stay safe.



## Electrical Safety Inspections

The Scottish Government clarified in April 2020 that, in order to demonstrate compliance with Element 45 of the Scottish Housing Quality Standards (SHQS) – Safe Electrical Systems, landlords must organise electrical safety inspections by a competent person at intervals of no more than five years. Wellhouse HA has an ongoing dedicated programme of Electrical Installation Condition Reports (EICR) our Contractor G.E.S. Ltd will be in contact to make arrangements for Access with those involved in this year's Inspections. These inspections are undertaken to ensure that

the electrical system in your home is, and continues to be in a safe condition. As part of this inspection, the electrician may require to carry out essential electrical repairs which are identified. This will also include upgrading of smoke, heat & carbon monoxide detectors in line with the Scottish Governments new fire safety legislation. It is essential that you allow access for this work to be carried out as it not only protects you and your family but also your neighbours, should any serious electrical issues occur.

### Gutter Cleaning and Roof Anchor Testing

Latto Maintenance Ltd has been awarded the contract to carry out the Cyclical gutter cleaning and roof anchor testing for the next 3 years. We hope to have them start as soon as possible on clearing the gutters.



### Backcourt Bin areas remodelling

Unfortunately, due to the pandemic we have not been able to progress the works to any of the backcourts/bin areas as we had hoped to. We are currently tendering for the removal of the concrete pillars to the rear of 142 & 148 Bartiebeith Rd. This will allow us to work with GCC and residents on options for the new bin storage areas next year.

### Boiler Replacements

Saltire Facilities Management Ltd will be contacting those property's due a boiler replacement to arrange surveys prior to installation.



# Notice of Annual Gas Safety Inspection

**As you will be aware, it is vital that all gas systems and appliances are checked on an annual basis. This is to ensure the safety of yourself, your family and your neighbours.**

As your landlord, Wellhouse Housing Association has a legislative duty (under regulation 36 1-12 GSIUR) to ensure that an annual safety inspection is carried out on all gas appliances and flues within their domestic properties. Please note you must ensure that you have adequate supply of gas and electric within your meters to allow the gas safety check to be carried out.

Saltire our Gas Contractor, in conjunction with Wellhouse Housing Association, are continuing to monitor and follow guidance in relation to COVID-19 and your annual service has been deemed as essential work during this time.

We would therefore ask you to call at your earliest convenience if you are self-isolating, showing any symptoms, have been confirmed to have contracted COVID-19 or if you would like to re-arrange the appointment for any other reason at this time. Please contact either Saltires Servicing Team on 0330 202 0444 or Wellhouse HA on 0141 781 1884

Please note that our call handlers will ask the relevant screening questions when you call in and the Engineer will also ask these prior to entering your property.

Saltire are complying with guidance in relation to PPE for their operatives and all are supplied with gloves, masks and hand sanitisers.

Should you require any further information regarding your annual service, this can be found on Gas Safe website: [www.gassaferegister.co.uk/help-and-advice/covid-19-advice-and-guidance/](http://www.gassaferegister.co.uk/help-and-advice/covid-19-advice-and-guidance/)

Our engineers are complying with the social distancing guidelines. We do appreciate that your

house may be busier than usual during lockdown being enforced, however, this is in the best interest for all of you. Ideally, we would ask you to vacate the room the operative is working in and they will then let you know when they have finished. The inspection will take approximately 30 minutes to 1 hour.

There are a number of AM and PM slots available so please contact us on one of the above numbers if you wish to request one.

## Please Note

**“5:11 We have the right to come into your house to inspect it and its fixtures and fittings or carry out repairs to it, or adjoining property, during reasonable time of the day. We will give you at least 24 hours’ notice in writing. We have the right of access to your house in order to lay wires, cables and pipes for the purpose of telecommunications, water, gas and electricity, providing we give you reasonable notice in writing. We have the right of access to the common parts at any reasonable time. If you refuse us entry, we will have the right to make forcible entry provided we have given you every reasonable opportunity to let us in voluntarily. If we have to make forcible entry, in this situation, you are liable for the costs of any damage reasonably caused and you hereby agree to pay for the cost of such damage. In an emergency, we have the right to make forcible entry to your house without notice.”**

If the forced access goes ahead you will be recharged. PLEASE NOTE: You will need to arrange to collect your keys from Shettleston Police Station, opening hours 07:00 – 00:00.

*Thank you for your assistance with this*

## Reporting A Repair To Central Heating And Gas Appliance

**If there is something wrong with your heating in between services, you should report this to Saltire 24hrs a day by telephoning 0330 202 0444 and our gas contractor will attend and repair the fault.**

If you smell gas in your property:

- Let fresh air into your home by opening doors and windows.
- If it's safe to do so, make sure you cut the gas supply off straight away – move the handle a quarter turn, until

it's at 90 degrees from the pipe. This is usually located next to your gas meter. But if it's in the cellar, it's usually best to leave it.

- Leave your property.
- Call the National Gas Emergencies number 0330 111 999. It's free of charge, and lines are open 24 hours a day, seven days a week.
- Listen to the advice provided by the emergency adviser and follow it
- Wait outside your property for the gas engineer to arrive

- If you feel unwell, go to your GP or your local hospital straight away. Inform them that you think you've been exposed to a gas leak or carbon monoxide poisoning.

### **Don't:**

- light a match, smoke, or use any other naked flame
- touch any electrical switches; don't turn them on or off.
- use mobile phones, doorbells or any other electrical switches that could spark.



# REPORTING FLY-TIPPING

My Glasgow is available on iOS and Android or via the Glasgow city council web site – <https://www.glasgow.gov.uk/home>

My Glasgow is a mobile phone app that enables you to report issues to Glasgow City Council. You can use it to report issues like lightning faults, dog fouling or missed bin collections.

You can attach photos, video or any other contextual information to your report and pin point the exact location via integration with Google Maps.

Once submitted your report is routed to Glasgow City Council for processing and allocation to the relevant Service Delivery Team.

There are many features to “My Glasgow”

- Submit a report.
- Receive information about your submitted report by SMS, push notification or email.
- View your submitted reports.
- Add notes to existing reports.
- News and events.
- Search for Council facilities near to your current location.
- View local information, e.g. council tax bands, planning applications, jobs, etc.
  - Integrated help.

## WHAT ISSUES CAN YOU REPORT?

You can submit reports for issues such as

- Missed bin collection
- Broken parking meter
- Illegal fly posting
- Parking meter
- A broken street light
- Graffiti
- Pot holes
- Illegal dumping of waste
- Dog fouling



## HOW DO YOU SUBMIT A REPORT?

To submit a report you must capture certain information.

Select the category of the report.

- Complete the questions.
- Capture the evidence, either a photo or video.
- Enter the location.
- Submit the report.

## CONTACT US

If you have any enquiries please contact the “My Glasgow” Team at [contact@MyCouncilServices.com](mailto:contact@MyCouncilServices.com) or visit us at <http://www.glasgow.gov.uk/>



# YOUR COMMITTEE NEEDS YOU!!!



Wellhouse Housing Association is governed by a volunteer board of Trustees, if you would be interested in joining our team – please call us on 0141 781 1884.

There are 3 vacancies to co-opt to the committee. If you are interested in joining the Management Committee of Wellhouse Housing Association, we are very keen to hear from you if you are enthusiastic supporters of Social Housing aims and principles and have an understanding of Wellhouse HA's activities.

## What's in it for you? / What can you expect?

- Making a difference to the people of Wellhouse
- Personal development opportunities and training
- Use your skills where they are really needed
- Meet new people
- Help support the work of Wellhouse
- Contribute to decision making processes involved in the development of Wellhouse Housing Association

## What's in it for us? / What can we expect?

- Your skills & enthusiasm
- New ideas for Wellhouse
- Your attendance at approx. 10 meetings per year (6-8:30pm)
- Increase in support for the Management Team & Staff

If you would like an informal chat and an application pack please contact Linda Logan (Corporate & Governance Officer) 0141 781 1884 or email: [linda@wellhouseha.org.uk](mailto:linda@wellhouseha.org.uk)

# CHRISTMAS CLOSURE

Our office will be closed for the Christmas Break from 1:30pm Thursday 24th December 2020. We will re-open on Wednesday 6th January 2021 at 9am.

## Who do I call now if I have an emergency during this period?

Should an emergency situation arise during this period you should contact the following contractors:

- Plumbing – 0141 771 9600 (All plumbing repairs)

- Saltire – 0330 2020444 (All gas central heating repairs)
- City Building – 0800 595 595 (All other trades)

## Out of hours emergencies:

PLEASE NOTE: An emergency repair is only a repair which if not carried out could threaten your health and safety, or could cause serious damage to the building e.g. gas leaks, flooding, electrical faults which may be dangerous.

Wellhouse: the Place to Be



**wellhouse**  
Housing Association

Trust Honesty Integrity Excellence Accountability Sustainability

## How to contact us

We are open in the hub daily from 9am

We close at 5pm Monday to Thursday and at 4.30pm on Fridays

Call us on 0141 781 1884.

Email us direct, e.g. [Pat@wellhouseha.org.uk](mailto:Pat@wellhouseha.org.uk) if you know who you want to contact, or [info@wellhouseha.org.uk](mailto:info@wellhouseha.org.uk)

TRUST • HONESTY • INTEGRITY • EXCELLENCE • ACCOUNTABILITY • SUSTAINABILITY

Wellhouse: the Place to Be



**wellhouse**  
Housing Association

49 Wellhouse Crescent, Glasgow G33 4LA  
(office hours) Tel: 0141 781 1884

Emergency 0800 595 595 Fax: 0141 781 1885

[www.wellhouseha.org.uk](http://www.wellhouseha.org.uk)



Scottish Charity No. SC036552



Wellhouse Housing Association has the following registrations: Scottish Charity – SC036552 • Scottish Housing Regulator – HAC281 • Co-op & Community Benefits Societies – 2469R (S) • Property Factors – PF000109 • Financial Conduct Authority – 2469R (S).  
Registered office: The Hub, 49 Wellhouse Crescent, Easterhouse, Glasgow, G33 4LA.